Boarding & Cleaning Requests Received Codes & Regulations

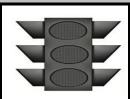


KPI Owner: Darrell Coomer Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 Monthly Average: 685 requests	Data Source: Hansen	N/A - Input Measure
Goal: N/A- Input Measure		Measurement Method: The total number of requests received for boarding, cleaning and cutting of vacant and abandoned properties.
		Why Measure: Quantify the workload driven by citizen requests.
	Benchmark Source: N/A	Next Improvement Step: N/A- Input Measure
Benchmark: N/A		

How Are We Doing?

Mar2015-Feb2016	Mar2015-Feb2016
12 Month Goal	12 Month Actual
N/A	9,682



Feb2016 Goal	Feb2016 Actual
N/A	327
Requests	Requests



Boarding & Cleaning Requests Received Good 1,800 1,600 1,400 1,200 1,000 800 600 400 200 Jul2012 Nov2012 Jan2013 May2013 Jul2013 Nov2013 Jan2014 Jan2015 Mar2015 May2015 Sep2015 Nov2015 Jan2016 Mar2012 Sep2012 Sep2013 Mar2014 May2014 Jul2014 Sep2014 Nov2014 Jul2015 Mar2013

Median

−Goal −

Benchmark

Root cause analysis is not applicable for an input/demand for service measure.

Report Generated: 03/18/2016 Data Expires: 03/22/2016